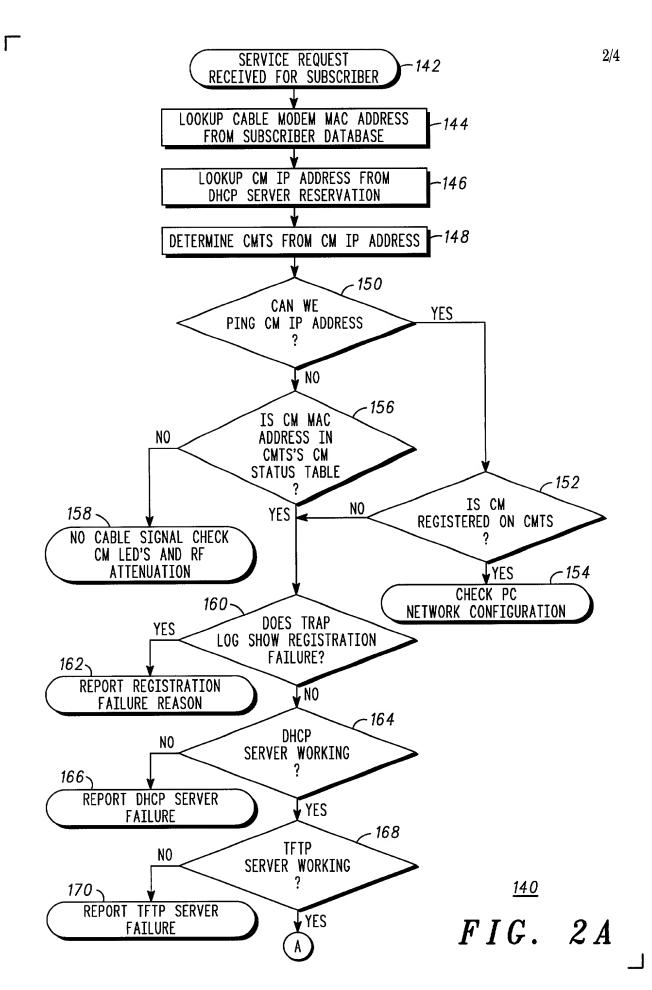


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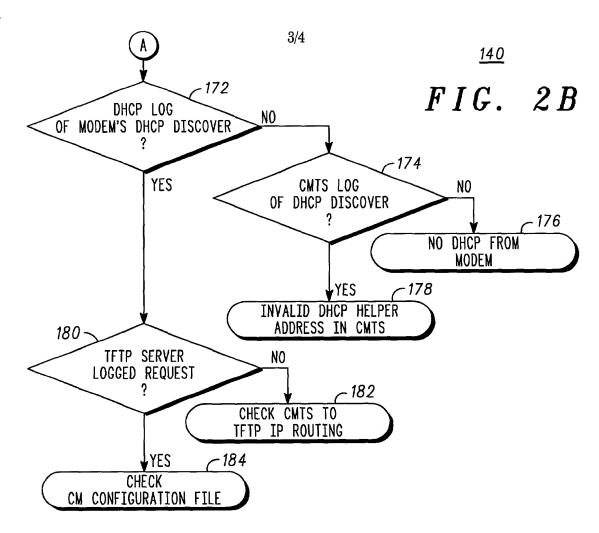


FIG. 3

	CABLE MODEM SERVICE STA	ATUS
11/05/99 12: 11/05/99 12: 11/05/99 12: 11/05/99 13: 11/05/99 13: 11/05/99 13:	55 DIAGNOSING MODEM 08 MODEM DIAGNOSIS COMPLET 14 CALLBACK TO 847-576-054	D ED

FIG. 4

CABLE MODEM SERVICE STATUS		
11/05/99 11/05/99 11/05/99	12:45 12:47 12:47	SERVICE REQUEST INITIATED BY SUBSCRIBER SERVICE REQUEST TIME OUT: UNABLE TO PROCESS PLEASE CALL 800-324-1700 FOR CUSTOMER SUPPORT

